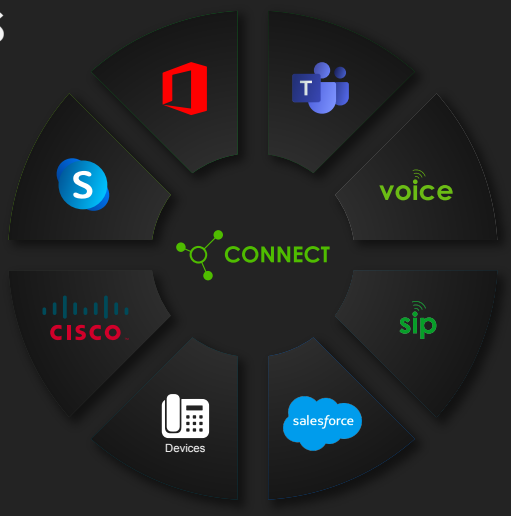
calltower

CONNECT

CONTROL YOUR CALLTOWER SERVICES

THE UNIFIER IN UNIFIED COMMUNICATIONS

CallTower Connect simplifies the set-up and management of CallTower services facilitated within one easy to use web or mobile application. Manage Cisco, Microsoft Teams, CT Cloud Voice, CT Cloud SIP, Email and Conferencing solutions interchangeably by user based within a location. CallTower Connect is the unifier in unified communications.



EASE THE LOAD

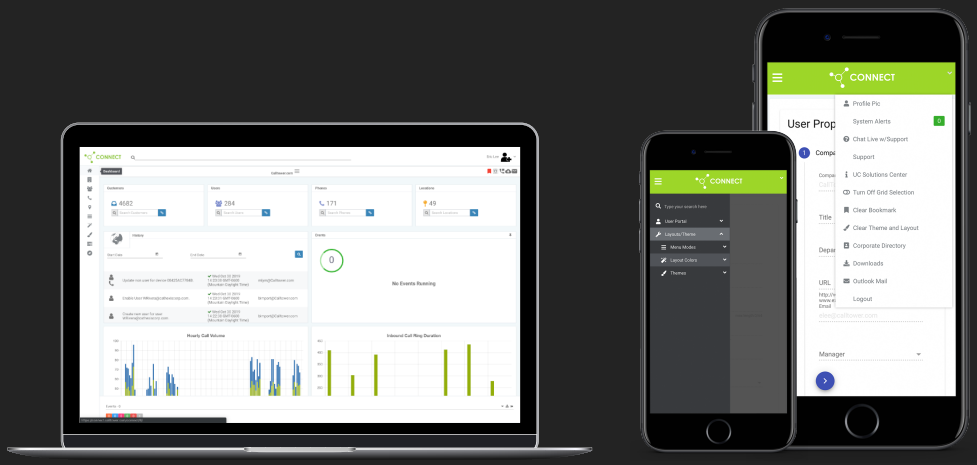
Corporate administrators' work load will decrease as users gain access to a simplified panel where quick changes can be made without a call to support.

Users have access to:

- Corporate directory
- Password Management
- Personalizing Voicemail Profiles
- Call Forwarding
- Speed Dial Button Assignments
- Downloads

MOBILE USER

CallTower users can download a free mobile app, CallTower Connect User Mobile, which is available in App Stores from Apple and Google.



POWER IN PERSONALIZATION

UC ANALYTICS

UC Analytics seamlessly provides you with granular details through CallTower Connect. You can dive into IM/Presence reporting, activity by medium and meeting type, as well as build and schedule your own reports based on your business requirements.

MACD

Administrators have the power to move, add, change or delete CallTower hosted services such as Cisco, Audio Conferencing and Microsoft products including: Skype for Business, Teams, Exchange, SharePoint, and Contact Center solutions.

AD SYNC

Active Directory (AD) Sync allows you to synchronize mulitpe AD servers at different locations and even across mulitple server forests. AD sync is on a per-company basis, but a company with many locations can have a "one-to-many" relationship with AD servers.

PASSWORD SYNC

Synchronize your local Active Directory passwords to CallTower's products and applications, such as CallTower Connect, Skype for Business, Jabber, Office 365, etc.

HUNT GROUPS

Easily distribute phone calls from a single telephone number to a group of several phone lines.

AUTO ATTENDANTS

Transfer incoming calls to various extensions as specified by callers, without the intervention of a human operator. Route calls to landline phones, mobile phones, VoIP devices, extensions and recordings, as well as another auto attendant.

SOLUTIONS CENTER

Visit our Solutions Center www.uc.solutions to receive an array of helpful tips giving a better understanding of how to get the most out of your CallTower services and features. Access articles and self-help instructions for the majority of issues opened with support. It is the fastest way to get answers to your questions.